REMARKS

In accordance with the foregoing, claims 1, 2, 9 and 10 are amended. No new matter is added. Claim 3 is cancelled without prejudice and claims 12-14 remain cancelled. Claims 1, 2, and 4-11 are pending and under consideration.

CLAIM REJECTIONS UNDER 35 U.S.C. §112

Claims 1-11 are rejected under 35 U.S.C. §112, second paragraph, relative to the phrase "assigning correspondences." In the amendment filed on September 4, 2007, Applicants made a bona fide effort to clarify the intended meaning of this phrase. Applicants amended the claims to clarify the claimed subject matter and directed the Examiner's attention to FIGS. 2 and 3 which illustrated the "assigned correspondences." FIG. 2 represents "a conceptual explanatory diagram of information stored in the scenario in the Fig. 1 system" (see page 16, lines 14-15 or paragraph [0099] in the publication of this application 2002/ 0158896). Further, the specification describes "In this example, the scenario DB 302 assigns correspondences between and stores Merchandise Name, Dialogue Scenario Name, and Log Send Destination" (see page 21, lines 7-10 or paragraph [0133] in 2002/ 0158896). Thus, the specified data and information are stored in the database DB 302 which is a relational database able not only to provide upon request the stored records but also their relationship. Applicants believe that a person of ordinary skill in the art understands the concept based on the language and the indicated figures.

Similarly, FIG. 3 represents "a conceptual explanatory diagram of information stored in a customer DB in the FIG. 1 system" see page 16, lines 16-17 or paragraph [0100] in the publication of this application 2002/ 0158896). Further, the specification describes content of the DB 308 on page 21 line 20 through page 22, line 9. As illustrated therein the database DB 308 stores in correspondence a customer ID with personal information (see FIG. 3).

Applicants may act as their own lexicographer as long as the written description clearly describes the claim terms so as to put one reasonably skilled in the art on notice about the intended meaning of that claim term. *Process Control Corp. v. HydReclaim Corp.*, 190 F.3d 1350, 1357, 52 USPQ2d 1029, 1033 (Fed. Cir. 1999). Applicants respectfully submit that the use of the term "assigning correspondences" in the specification in conjunction with the figures and additional description therein, reasonably puts on notice a person of ordinary skill in the art about the intended meaning, which is not contrary to its ordinary meaning.

Applicants tried unsuccessfully to discuss with the Examiner the meaning of the phrase "assigning correspondences" in order to find a solution to advance the prosecution in this matter.

It was not apparent that this phrase was misunderstood or created difficulty in understanding the claimed subject matter in earlier Office Actions or during the personal interview of January 23, 2007. Applicants respectfully request Examiner's cooperation in this matter.

CLAIM REJECTIONS UNDER 35 U.S.C. §102

Claims 1-4 and 8-11 are rejected under 35 U.S.C. §102(e) as being allegedly anticipated by U.S. Patent No. 6,381,744 by Nanos et al. (hereinafter "Nanos").

Independent claim 2 is amended herewith to include the subject matter originally recited in dependent claims 3 that is now cancelled. Claim 10 is amended in a similar manner. Claims 1 and 9 are amended herewith to recite operations corresponding to the features originally recited in claim 3. No new matter is added.

The outstanding Office Action alleges that the features recited in claim 3 are anticipated (see page 4, item 5, lines 3-4 of the outstanding Office Action) by Nanos' teachings of storing customer information (col. 10, lines 46-54). The indicated paragraph states:

> Before the program resets itself, an identification number may be assigned to the interview. Apart from the answer selections made by the respondent, the program will automatically link the time and date the attract loop was broken as well as the total duration of the interview in seconds to the identification number. All of this information will be initially stored in the CPU and then transferred to the data warehouse in the remote central microprocessor.

Nanos does not refer to the customer data or information (i.e. about the respondent), but merely to attaching an identifier to an interview (e.g., dialogue content) after the interview is completed. Applicants respectfully submit that the indicated paragraph does not anticipate

- a customer information storage unit assigning correspondences between customer-identifying data and customer information;
- a customer-specifying unit accepting input of the customer-identifying data;
- a processing unit extracting from said customer information storage means, corresponding customer information corresponding to the customer-identifying data input using the customer-specifying unit and associating the corresponding customer information with the dialogue content.

Thus, amended claims 2 and 10 and claims 4-8 depending from claim 2 patentably distinguish over Nanos at least because Nanos fails to anticipate the above-identified features included in the amended independent claims.

Amended independent claims 1 and 9 patentably distinguish over Nanos at least because the applied prior art fails to anticipate

- assigning correspondences between customer-identifying data and customer information;
- accepting input of the customer-identifying data;
- holding a dialogue with a customer following the extracted dialogue scenario, the customer being identified based on the customer-identifying data;
- acquiring dialogue content from the dialogue;
- extracting customer information corresponding to the inputted customer-identifying data;
- associating the extracted customer information with the dialogue content.

Amended claim 11 patentably distinguishes over the cited prior art at least by incorporating patentable features from independent claim 2.

CONCLUSION

There being no further outstanding objections or rejections, it is submitted that the application is in condition for allowance. An early action to that effect is courteously solicited.
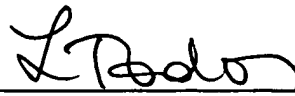
Finally, if there are any formal matters remaining after this response, the Examiner is requested to telephone the undersigned to attend to these matters.

If there are any additional fees associated with filing of this Amendment, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

STAAS & HALSEY LLP

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